**SHIBAJI CHATTERJEE**

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**Experience Summary**

* **6 years of IT experience in Wipro Technologies**-3rd largest Indian IT Company in Software Application design, development, testing, support and maintenance.
* **3.8 years of Global IT experience from Client interfacing role as Onsite Project Leader.**
* Experienced in **Telecom BSS charging, billing, CPA and CRM operation**.
* Dedicated hard working individual with excellent intercommunication skills to work at all levels of organization.
* Expert in relational databases like **Oracle on SQL, PL/SQL development** and performance tuning and Unix/shell scripting for schedule jobs.
* Extensive experience in **web application development in JAVA** (OPPS, Multi-threading and polymorphism), Oracle Portal, HTTL5, Java Script. Interest to work in BIG DATA.
* Good analytical and problem solving skills.
* **Track record in relevant hands-on technical management** experience of IT support - troubleshoot, debug, evaluate, and resolve functional and application incidents and problems.

**Skills**

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| --- | --- |
| Domain Knowledge | Telecom and E-commerce |
| Programming | PL/SQL, SQL, Unix Shell Scripting, xml, HTML5, CSS, Java Script and Core Java/JSP, web services and php. |
| Database | Oracle DB 10g, 11g and MySQL. |
| OS | Windows, Unix and Linux |
| Package Software/ERP | Oracle Portal, Oracle BI Publishers and Oracle Apps (Basic) |
| Tools | HP Service Manager, JIRA, IP Center ,Toad, Eclipse and Dreamweaver |
| Soft Skills | Leadership, Onsite Client handling, Solution Presentation, Presales, ITIL and Lean. |
| Testing | Regression, Unit test and integration test. |

**Education**

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| --- | --- | --- | --- |
| Degree | University/Institute | Year | Marks |
| B.Tech in Information Technology | West Bengal University Of Technology, Kolkata, WB. | 2008 | 7.9 out of 10 |
| Higher Secondary (Class XII ) | Atulmony Poly Technique Higher Secondary School, WB. | 2004 | 82% |
| Secondary (Class X ) | Aryya Bidyapith higher School, WB | 2002 | 87.75% |

**Work Experience**

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| --- | --- | --- | --- |
| Overall Experience | Date | Organization | Current Designation |
| 6 Years | 29th Oct 2009 to Present | Wipro Technologies, India | Senior Software Engineer |

**Projects**

|  |  |
| --- | --- |
| **Project** | Application Development and Support of Prepaid BSS Systems and Content Provider |
| **Customer** | **TeliaSonera Norge (NetCom) AS** |
| Description | Application Development and Support for Nordic 2nd largest Telecom Company. Scope includes prepaid charging and billing, content provider application and Portal, Scratch card Management. Most processes are built on PL/SQL objects, UNIX schedule jobs, java integration and web services. |
| **Onsite Role** | **Onsite IT Consultant and Project Lead** |
| Duration | 25th March 2012 till Present |
| Location | Oslo, Norway ( Customer Office ) |
| Responsibilities | * **Manage multinational client relationships** - 3 years 8 months as Onsite Project lead/Technical Lead for 5 developers. Drove all weekly and monthly meetings with Clients. Provide Production Support. * **Analyze business requirements** to check feasibility of design in time - cost. Submit proposals, estimates as Presales. Translate complex technical issues into business terms. * **Work on SDLC & Quality**. * **Development of PL/SQL** package, procedure, function, sequence, index, trigger, synonym, dblinks, views. * **Development of shell script and UNIX commands and JAVA** object oriented concepts and XML for web-services. * Web Development -Design, build in HTML5 and Oracle Application Server Portal. * Create Technical Specification, Design, Deployment, functional and test documents in standard format. * **Incident and Problem management** - Ensure all incidents and problems are solved on time, documented and reported. * **Create, monitor schedule/batch jobs** from UNIX. * Responsible for Code reviews and version control, configuration. * **Involvement of Data Warehouse** activity. * Proficiency in MS office tools * **Experience delivering projects** using a standard Project Life Cycle Methodology (waterfall / Agile) * Experience using file transfer protocols like FTP. * **Testing** -Create and review test cases for regression, simulation test for Telecom BSS. Develop or validate test routines and schedules to ensure better health of applications via automation testing and Unit testing. * **Request Fulfillment** -Respond to user email inquiries and service request or set up automated systems to send responses. * **Continuous Service Improvement** - performance improvements in development and maintenance processes like implementing Lean and ITIL. Maintain SLAs and KPIs as per project contract. * **DBA** - Drive Oracle database upgrade from 10g to 11g. * **Team Leadership** -Mentor junior team members and do their appraisal. Multi-task, prioritize and take critical decisions. |
| **Offshore Role** | **Offshore Project Engineer** |
| Duration | 29th October 2009 till 24th March 2012 |
| Location | Wipro Technologies ,Greater Noida ,India |

**Awards and Honors**

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| --- | --- | --- |
| Year | Award | Reason |
| 2013 | Dear Boss | Outstanding contribution handling Team. |
| 2013 | Feather in my Cap | Excellent commendations by customer. |
| 2011 | Feather in my Cap | Good work and support from Offshore. |

**Trainings**

* Advanced PL/SQL
* UNIX Scripting
* Oracle BI Publisher
* Oracle APPS - EBS
* Oracle Forms & Reports
* Oracle Application Framework
* Customer Delight - Business Etiquette
* Certificate in Network Management-Linux Environment from IIT, Kharagpur.

**Personal Details**

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| --- | --- |
| Date Of Birth | 17/03/1987 |
| Nationality | Indian |
| Marital Status | Married |
| Location | Oslo, Norway |
| Role | Team Lead |
| Language | English, English and Hindi |
| Passport | G6554436. Expiry date – 27/02/2018 |
| PAN | AITPC4432D |
| Visa Details | Norway Work Permit. Expiry date – 31/01/2016 |
| Personality | Independent contributor as well as team leader, hard worker, Works well under pressure, Good communicator, Enthusiastic, Team player, Good listener, excellent written communication skills, Proactive and Problem solver. |